

To Members of the California State Assembly:

I am returning Assembly Bill 695 to you without my signature.

This bill places various requirements on retailers regarding their return policies for merchandise. While I would consider signing a bill that prohibits retailers from sharing information about individual consumers and their legitimate desire to return merchandise, I believe this bill goes too far and could have an adverse impact on small retail businesses and California-based businesses.

Consumers have the right to choose where to shop and should patronize stores who offer excellent customer service and fair returns policies. Customer service does not need to be legislated and stores who treat their customers fairly will enjoy repeat business.

For these reasons, I am unable to sign this bill.

Sincerely,

Arnold Schwarzenegger